



OFFICE FOR PERSONS WITH DISABILITIES

Milwaukee County

DONALD G. NATZKE

DIRECTOR

ADA GRIEVANCE PROCEDURE

Milwaukee County has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U. S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states in part that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to the Milwaukee County ADA Compliance Officer:

**Donald G. Natzke, Director,
DAS - Office for Persons with Disabilities
901 N. 9th Street, Room 307-B
Milwaukee WI 53233
(414) 278-3932 (Voice) or (414) 278-3939 (TTY)**

1. The complaint should be filed in writing and contain the name and address of the person filing the complaint, and briefly describe the alleged violation of the regulations.
2. The complaint should be filed within ten days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow a filing of the complaint. The investigation shall be conducted by the aforementioned ADA Co-ordinator, his or her designee, and/or members of the Milwaukee County Commission for Persons with Disabilities.

These rules contemplate informal but thorough investigations affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

Under the Department of Justice regulations, Milwaukee County need not process complaints from applicants for employment.

4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Co-ordinator and a copy forwarded to the complainant no later than forty-five days after its filing.
5. The ADA Co-ordinator shall maintain the files and the records of Milwaukee County relating to the complaints filed.